
Appendix 3D
Summary of Oversight Measures
Used by Survey Agencies

**Review of Performance and Outcome Measures of the
Washington State Department of Licensing's Transportation-Related Programs
Summary of Oversight Measures Used by Survey Agencies**

Performance Measure/ Description	Where Reported, by Agency ¹					
	Missouri DOR ²	Tennessee DOS ³	Virginia DMV and MVDB ⁴	Maryland DMV ⁵	Minnesota DPS ⁶	Arizona MVD ⁷
ALL SERVICES						
Social Outcomes						
Reduction in the number of highway fatalities related to alcohol use and lack of seatbelt use			Virginia Results (to be added)			
Efficiency						
Cost per customer served (in dollars)			Virginia Results			
FIELD OFFICE SERVICES (DRIVER AND/OR VEHICLES)						
Workload						
Number of field office transactions processed	Strategic Plan			Budget		
Customer Service						
Average wait time in minutes – arrival to assistance at counter (motor vehicle and drivers license)	Strategic Plan		Report to Governor			
Average branch office customer visit time (minutes)				Budget		Master List
Percent of non-test applicants issued a license within 15 minutes after examiner pulls record		Strategic Plan, Annual Report				

¹ Agencies in Missouri, Tennessee, and Virginia were an official part of this study. Other agency information was extracted from published sources and may be incomplete.

² Fiscal Year 2005 Strategic Plan – Missouri Department of Revenue

³ Tennessee Department of Safety Agency Strategic Plan, Part 2 - Performance Measures, September 2004, Tennessee Department of Safety Annual Report Fiscal Year 2002-2003, State of Tennessee 2004-2005 Budget

⁴ Virginia Results Planning and Performance Report, May 2004", Virginia Department of Planning and Budget (web published). Does not include "Management Scorecard" measures.

⁵ Maryland Department of Transportation 2005 Budget (web published)

⁶ State of Minnesota Public Safety Department, 2006-07 Biennial Budget (web published)

⁷ Arizona 2003-2005 Master List of State Government Programs (web published)

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Wait time for skills (road) test appointments					Budget	
Percentage of customers completing their transactions during first visit to a field office	Strategic Plan					
Customer Satisfaction/Agency Image/Reputation						
Customer satisfaction with services (rated by survey or other means)			Virginia Results	Budget		Master List
Percent of branch office customers rating facility appearance as Good or Very Good				Budget		
Percent of branch office customers rating employee helpfulness as Good or Very Good				Budget		
Efficiency						
Percent of non-test driver license field transactions conducted at County Clerk offices.		Strategic Plan, Annual Report				
DRIVER-RELATED SERVICES						
Workload						
Number of driver licenses produced (total, initial, non-driver/ID only)	Strategic Plan, Budget				Budget	
Number of renewal licenses produced	Strategic Plan					
Number of knowledge and skill examinations completed					Budget	
Number of drivers for which privileges were suspended, canceled, revoked or disqualified					Budget	
Number of drivers for which privileges were reinstated					Budget	
Number of all offenses handled by Financial Responsibility		Strategic Plan, Annual Report				

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Customer Service						
Percent of time driver license renewal notifications mailed on time.	Strategic Plan/Outcomes					
Percent of hearings held within 60 days of point-suspension letter		Strategic Plan, Annual Report				
Customer cost (time and fees) to obtain an initial license	Strategic Plan					
Customer cost (time and fees) to obtain renewal license	Strategic Plan					
Efficiency						
Department's cost to produce a drivers license (total and vendor document cost only)	Strategic Plan					
Department's cost to produce a renewal license (total and vendor document cost only)	Strategic Plan					
Percent of court records received electronically		Strategic Plan				
Percent of crash reports received electronically		Strategic Plan				
Effectiveness						
Percentage of driver licenses produced correctly on the first attempt	Budget					
DUI hearings dismissal rate						
Timeliness						
Processing time for issuance of a Driver's License (request received until license is sent through mail)					Budget	
Average number of days to complete record updates						Master List

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Total average days to process DUI-related hearings						Master List
Average elapsed time in calendar days between the department's receiving mandatory convictions from the court and mailing the letter revoking the driver license		Strategic Plan				
Revenue						
Revenue generated (millions)	Strategic Plan, Budget					
Renewal revenue generated (millions)	Strategic Plan					
VEHICLE-RELATED SERVICES						
Revenue						
Total revenue collected –Vehicle Services					Budget	
MOTOR VEHICLE TITLE & REGISTRATION						
Workload						
Number of motor vehicle registrations produced (millions)	Strategic Plan, Budget					
Number of titles produced (millions)	Strategic Plan, Budget				Budget	
Percent of titles issued locally by County Clerks		Strategic Plan, Annual Report				
Customer Service						
Percent of time motor vehicle and marine craft registration renewal notifications mailed on time.	Strategic Plan (Outcomes)					
Number of days to process a title, by type	Strategic Plan, Budget				Budget	

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Cost to customers (time and money) to obtain/renew a registration – per customer	Strategic Plan					
Customers cost (time and money) to obtain a title – per customer	Strategic Plan					
Efficiency						
Agency cost to produce motor vehicle registrations (millions)	Strategic Plan					
Agency cost to produce one motor vehicle registration	Strategic Plan					
Total cost to customers of motor vehicle registration (in \$)	Strategic Plan					
Agency's cost to produce titles (in \$)	Strategic Plan					
Agency cost to produce one title	Strategic Plan					
Total cost to customers of motor vehicle titles (in \$)	Strategic Plan					
Cost to correct registration mistakes (thousands)	Strategic Plan					
Cost to correct title mistakes (millions)	Strategic Plan				Budget	
Effectiveness						
Percentage of registrations produced correctly/percent of renewal registration errors	Strategic Plan, Budget	Strategic Plan, Budget, Annual Report				
Percentage of motor vehicle title transactions completed correctly	Strategic Plan, Budget					

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Number of units in which quality control has been implemented		Strategic Plan				
Timeliness						
Number of days to process one registration (Number of days to update registration information in the general registration system.)	Strategic Plan, Budget				Budget	
Revenue						
Registration revenue generated (millions)	Strategic Plan, Budget					
Title revenue generated (millions)	Strategic Plan, Budget					
DEALER REGISTRATION						
Workload						
Total number of dealerships licensed	Budget				Budget	
Number of new motor vehicle salespersons licensed			Virginia Results			
Number of customer assistance requests received regarding motor vehicle dealer operations			Virginia Results			
Customer Service						
Percent of initial salesperson applicants denied a license			Virginia Results			

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Percent of dealer complaint cases issued and closed within a certain number of days/Average number of days to close a dealer investigation case				Budget		Master List
Percent of customer e-mail assistance requests that are processed within five business days.			Virginia Results			
Percentage of initial salesperson license applications processed within seven business days.			Virginia Results			
Revenue						
Total revenue collected	Budget					
FUEL TAX						
Workload						
Number of returns filed	Strategic Plan, Budget					
Number of telephone calls received	Strategic Plan, Budget					
Efficiency						
Ratio of dollars collected for every dollar spent on fuel tax evasion enforcement efforts						Master List
Percent of motor carrier forms that are manually processed.						
Effectiveness						
Percent of returns without errors	Strategic Plan					
Timeliness						
Number of days from receipt to deposit	Strategic Plan, Budget					
Percent of tax reports filed that were also fully paid on time or that did not owe taxes	Strategic Plan					Master List

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Number of days to process a fuel refund claim	Strategic Plan					
Number of days to process through initial entry	Strategic Plan					
Number of days to process non-electronic data (EDI) through initial entry	Strategic Plan					
Revenue						
Revenue generated (millions) before refunds	Budget					
Percentage of revenue received through electronic funds transfer (EFT)	Strategic Plan, Budget					
ALTERNATE SERVICE DELIVERY/SELF-SERVICE						
Number/volume of internet transactions		Strategic Plan		Budget		
Number of motor vehicle transactions processed in real time online					Budget	
Number/percent of transactions that were alternate or self-service (could include internet, mail, telecommunications/IVR, or other electronic means)			Virginia Results	Budget	Budget	Master List
Percent of driver license address changes made without visiting office		Annual Report				
Number of transactions available on-line/percent of information, services or transactions available on-line	Strategic Plan	Strategic Plan		Budget		
Percent of phone calls into the Financial Responsibility Call Center handled by the automated phone system		Strategic Plan				
Percent of driver license issuance transactions conducted via internet or mail		Strategic Plan				

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CALL CENTER						
Percent of incoming calls answered/busy calls				Budget ⁸		
Percent of calls abandoned (or abandoned to operator)		Strategic Plan, Budget				
Percent of Call Center customers rating service as Good or Very Good				Budget		
Average telephone wait time (minutes)						Master List
Calls per FTE						
INFORMATION TECHNOLOGY						
Percent of time network is available (uptime)	Strategic Plan					
Percentage of customers indicating satisfaction with web site	Strategic Plan					
Number of homepage hits (millions)	Strategic Plan					
Number of e-mails received	Strategic Plan					

⁸ Calls answered at the Customer Service Center